

SHEET 1 of 1

INFORMATION DISCLOSURE STATEMENT BY APPLICANT PTO - 1449			ATTORNEY DOCKET NO. 01161/LH			SERIAL NO. 09/813,209	
			APPLICANT: Mineo NOZAKI et al				
			FILED: March 20, 2001			ART UNIT:	
U.S. PATENT DOCUMENTS 3623							
	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB		
FOREIGN PATENT DOCUMENTS							
	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB	TRANSLATION	
						YES	NO
Cmc ↓	8-44700	2-1996	Japan				X
	11-232327	8-1999	Japan				X
	2000-305872	11-2000	Japan				X
	2000-215204	8-2000	Japan				X
OTHER DOCUMENTS (AUTHOR, TITLE, DATE, PAGES, PUBLICATION, ETC.)							
EXAMINER: <i>C. Michelle Blair</i>			DATE CONSIDERED: <i>12/10/04</i>				


June 6, 2001

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

SUBSTITUTE FOR FORM 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 				Application Number	09/813,209
				Filing Date	March 20, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	Colón
Sheet 1 of 2	Attorney Docket Number		01161/LH		

U.S. PATENT DOCUMENTS

Exam. Inits ⁺	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
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FOREIGN PATENT DOCUMENTS

Exam Inits ¹	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
CME		JP	2001-084276*	A	OKI ELECTRIC	03-30-2001		
			*English language Abstract Only					

Examiner Signature	C. Michelle Polan	Date Considered	12/10/04
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* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Place a check here if English translation is attached.

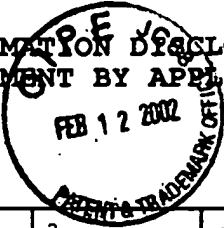
DATE MAILED: **February 12, 2002**

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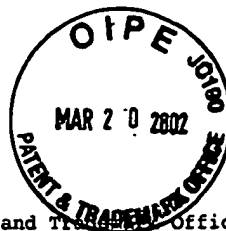
Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 				Application Number	09/813,209
				Filing Date	March 20, 2001
				First Named Inventor	Toshio UENO
				Group Art Unit	3623
				Examiner Name	Colon
Sheet	2	of	2	Attorney Docket Number	01161/LH
OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS					
Examiner Initials ¹	Cite No. ¹	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published			T ²
MC ↓		U.S. Serial No. 10/002,740, filed November 2, 2001, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR RANK ASSIGNMENT; inventor: Toshio UENO U.S. Serial No. 10/002,742, filed November 2, 2001, entitled SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR COMPLAINT REPORT ISSUE; inventor: Toshio UENO			
Examiner Signature		C. Michelle Colon		Date Considered	12/10/04

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¹ Unique citation designation number. ² Place a check here if English translation is attached.

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number		09/813,209	
				Filing Date		March 20, 2001	
				First Named Inventor		Mineo NOZAKI	
				Group Art Unit		3623	
				Examiner Name		Colon	
Sheet 1 of 2				Attorney Docket Number		01161/LH	
U.S. PATENT DOCUMENTS							
FOREIGN PATENT DOCUMENTS							
Exam Initials	Cite No ¹	Offc	Document Number ²	Kind Code ³	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
Cmc		JP	2000-115393	A	CANON INC.	04-21-2000	*
		JP	8-44700	A	FUJITSU LTD.	02-16-1996	*
		JP	11-232327	A	HITACHI LTD.	08-27-1999	*
		JP	2000-305872	A	FUJITSU LTD.	11-02-2000	*
		JP	2000-215204	A	SHARP CORP.	08-04-2000	*
		JP	2000-155778	A	HITACHI LTD.	06-06-2000	*
		JP	11-250130	A	FUJITSU LTD.	09-17-1999	*
		JP	2001-160103	A	KONICA CORP.	06-12-2001	*
*English language Abstract only							
Examiner Signature		C. Michelle Colon			Date Considered		12/10/04

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT				Application Number	09/813,209
				Filing Date	March 20, 2001
				First Named Inventor	Mineo NOZAKI
				Group Art Unit	3623
				Examiner Name	Colon
Sheet	2	of	2	Attorney Docket Number	01161/LH

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OTHER PRIOR ART - NON-PATENT LITERATURE DOCUMENTS

Examiner Initials	Citation No.	Include name of author (in CAPITAL LETTERS), title of article, title of item, date, page(s), volume-issue number(s), publisher, city and/or country where published	T ²	
CNC ↓		U.S. Serial No. 10/002,743, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
		U.S. Serial No. 10/002,744, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
		U.S. Serial No. 10/002,745, filed November 2, 2002, entitled TECHNICAL SUPPORT SYSTEM, inventor: Toshio UENO		
		U.S. Serial No. 10/002,771, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT PROVIDING BACKUP DATA FOR USE IN STUDYING CLAIMS, inventor: Toshio UENO		
		U.S. Serial No. 10/002,772, filed November 2, 2002, entitled METHOD, SYSTEM AND COMPUTER PROGRAM PRODUCT FOR COPING WITH THE CHANGES IN HARDWARE, inventor: Toshio UENO		
Examiner Signature	C. Michelle Colon		Date Considered	12/10/04

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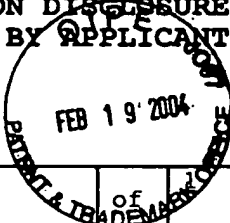
DATE MAILED: March 20, 2002

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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	09/813,209
		Filing Date	March 20, 2001
		First Named Inventor	M. NOZAKI
		Group Art Unit	3623
		Examiner Name	Colson
Sheet	1	Attorney Docket Number	01161/LH

U.S. PATENT DOCUMENTS

Exam. Inits ¹	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
CME ↓		5,365,310	A	Jenkins et al	11-15-1994	RECEIVED FEB 25 2004 Technology Center 2100
		5,459,552	A	Ohira	10-17-1995	
		5,819,110	A	Motoyama	10-06-1998	

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Exam. Inits ¹	Cite No ¹	Offc	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶
CME ↓		EP	0 843 229	A2	Canon Information Systems, Inc.	05-20-1998		
		DE	100 29 455	A1	Mitsubishi International GmbH	07-19-2001		
		EP	1 182 857	A2	Hitachi, Ltd.	02-27-2002		
		EP	0 822 473	A2	Canon Kabushiki Kaisha	02-04-1998		

Examiner Signature	C. Michelle Colson	Date Considered	12/10/04
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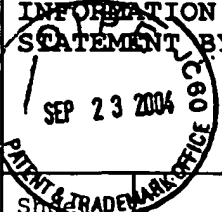
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U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT 		Application Number	109/813,209
		Filing Date	March 20, 2001
		First Named Inventor	M. NOZAKI
		Group Art Unit	3623
		Examiner Name	Eric T. Shaffer <i>Colón</i>
Sheet 1 of 1	Attorney Docket Number	01161/LH	

U.S. PATENT DOCUMENTS

Exam. Inits [*]	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
<i>MC</i> ↓		2001/0051952	A1	NAKAZATO, Toshiaki	12-13-2001	
		6,513,052	B1	BINDER, Erin	01-28-2003	
		6,678,764	B2	PARVULESCU et al	01-13-2004	
		2002/0156692	A1	SQUEGLIA et al	10-24-2002	

FOREIGN PATENT DOCUMENTS

Exam Inits [*]	Cite No ¹	Offc ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T ⁶

Examiner Signature	<i>C. Michelle Colón</i>	Date Considered	12/10/04
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DATE MAILED: **September 23, 2004**